



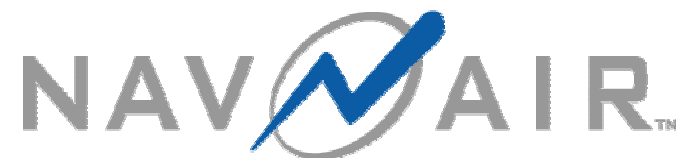
Navy Integrated Call Center (NICC)



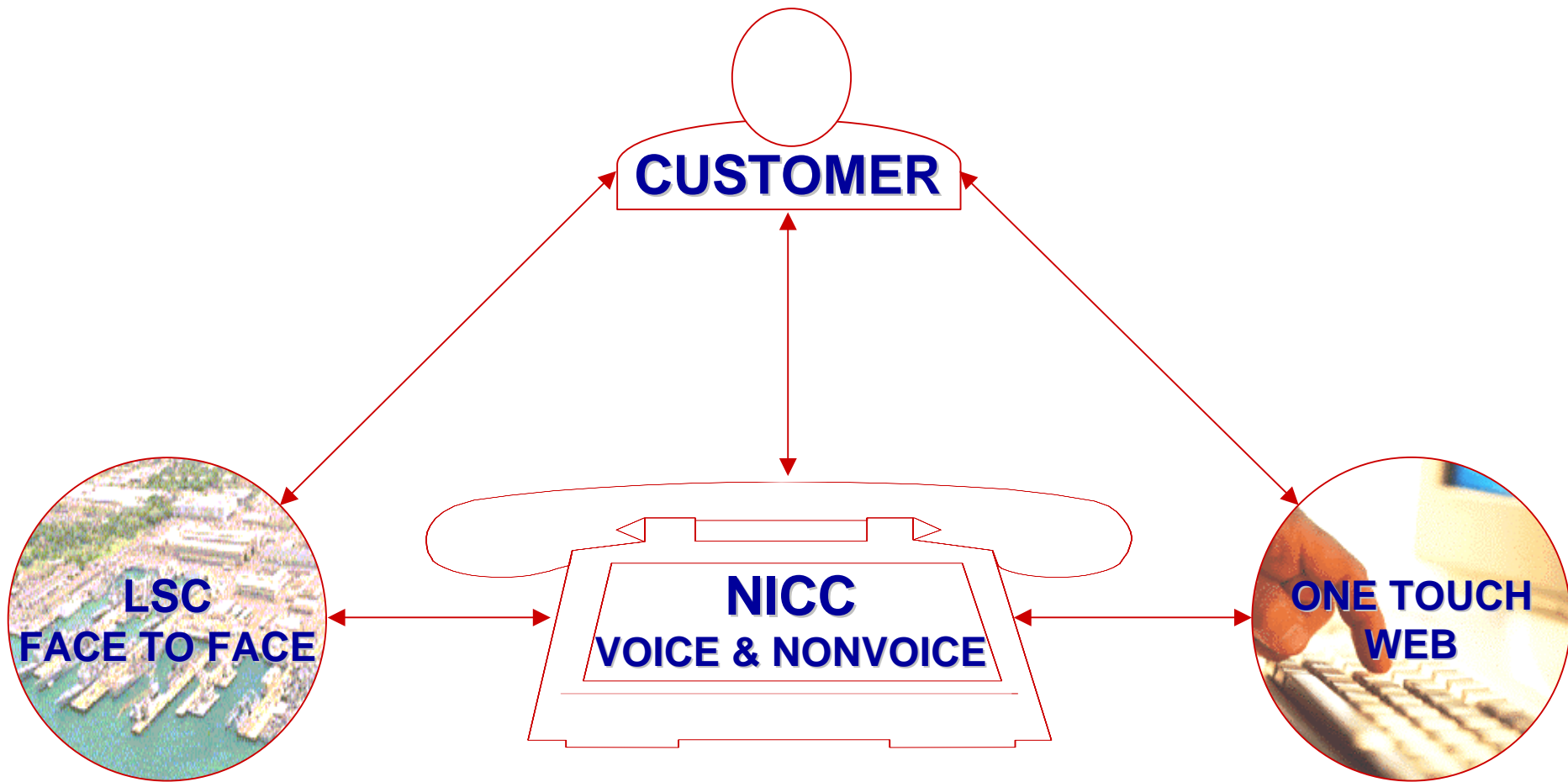
“One Call Gateway”

Ready. Resourceful. Responsive!

Background-Partnership



Heart Of The Navy's One Touch Supply



NICC Overview

Virtual Call Center

Locations at Norfolk and San Diego

World-wide toll-free telephone numbers

1-877-41 TOUCH (86824)

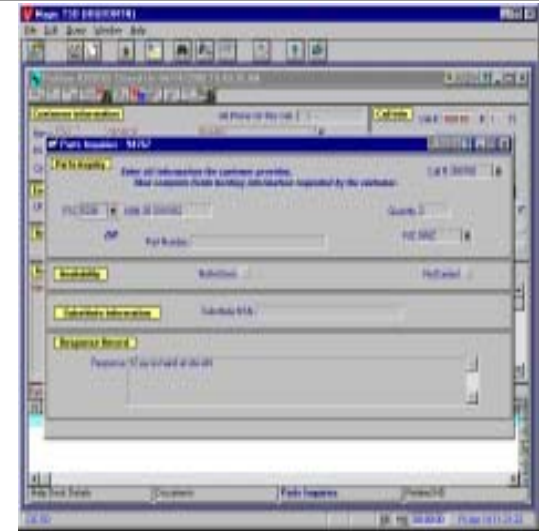
DSN 510 42 TOUCH (86824)

24/7/365

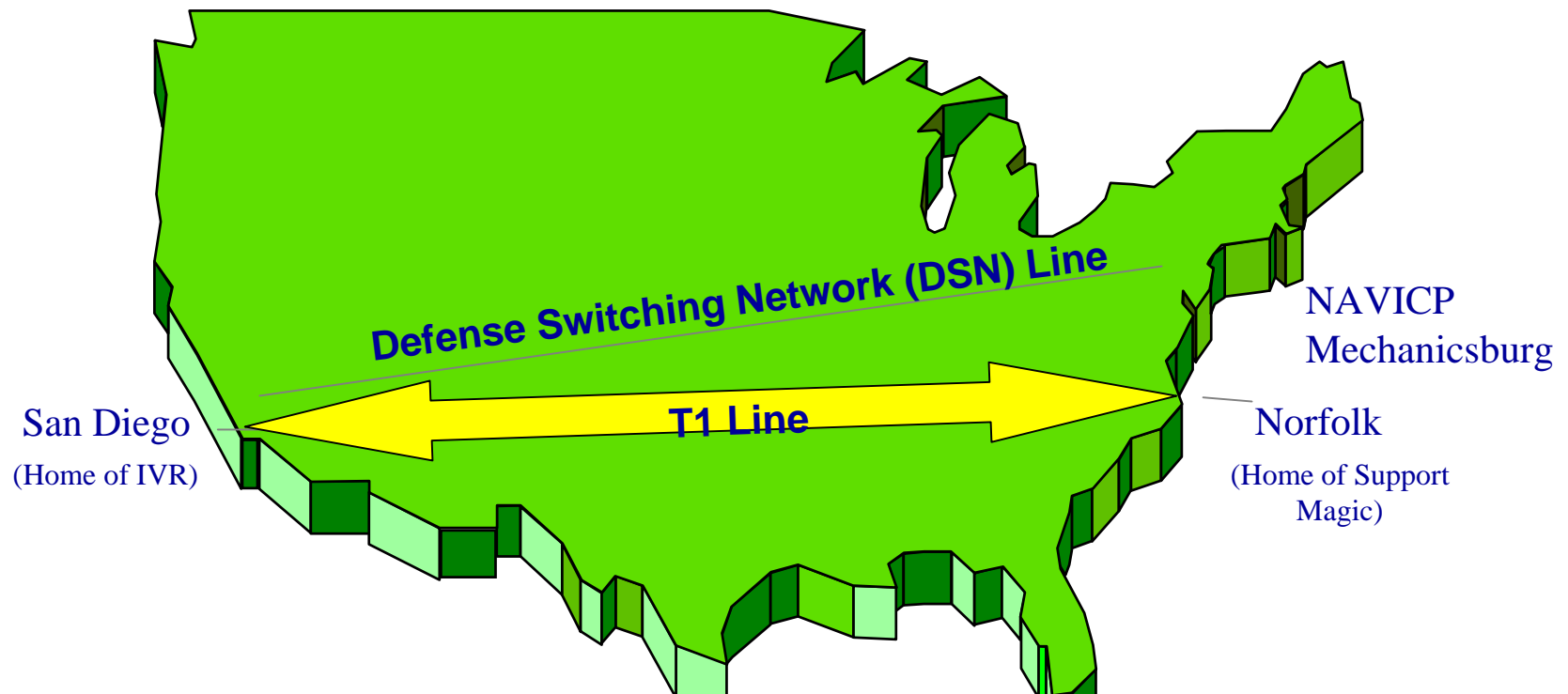
Interactive Voice Response (IVR) Unit

Multi-Skilled CSRs

Standard Operating Procedures



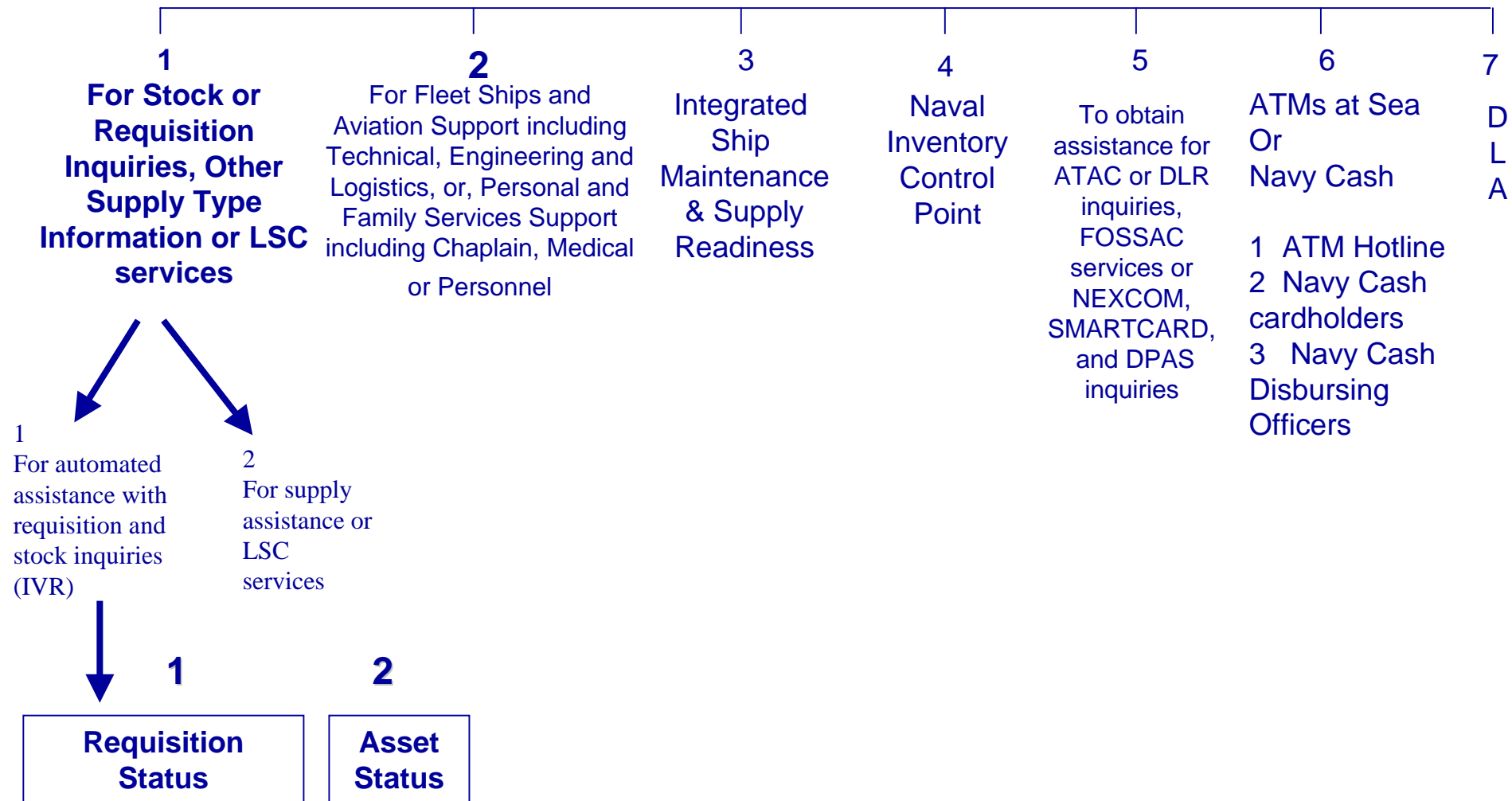
NICC Architecture



◆ Interactive Voice Response (IVR)
connectivity to:
All 6 FISCs
All 12 NAVY DSS sites, NAVICP

◆ Incoming calls received into San
Diego are routed to first available
Customer Service Representative
(CSR) at either San Diego or Norfolk

NICC Architecture IVR Incoming Call Flow



Non-Voice Contacts

- **RRAM Services**
(www.ec.navsup.navy.mil/ram
– *User Id: rram2000 PW: rramlaw*)
- **Requests for Multiple Stock or Status Checks**
- **NICC Info on OTS**
- **NICC Technical (Maintenance)**

NICC Architecture Automatic Links



Services

Stock/Asset Availability
Requisition Status Inquiry
Transportation Information
Shipping Information
Ship to Address Information
Material Tracking
Cancellation Request
Modification Request
MILSTRIP Processing Assistance
Requisitioning Assistance
Customer Access to Database Assistance
Web/Internet Assistance
Open Purchase Status
Procurement Information
Vendor Pay Information
Accounting Information
Material Expediting (thru warehouse)

Requisition Re-pass
Status Re-Instatement
MILSTRIP/MILSTRAP Assistance
General Technical Information
General Supply Information
Carcass Tracking (Tier 1 support)
Bearer Processing/Status
Part Number to NIIN cross referencing
New Orders
Exception Processing
Coordination of Material Movement
Subsistence Prime Vendor Information
IVR Training
DODAAC Information
Divert Shipments

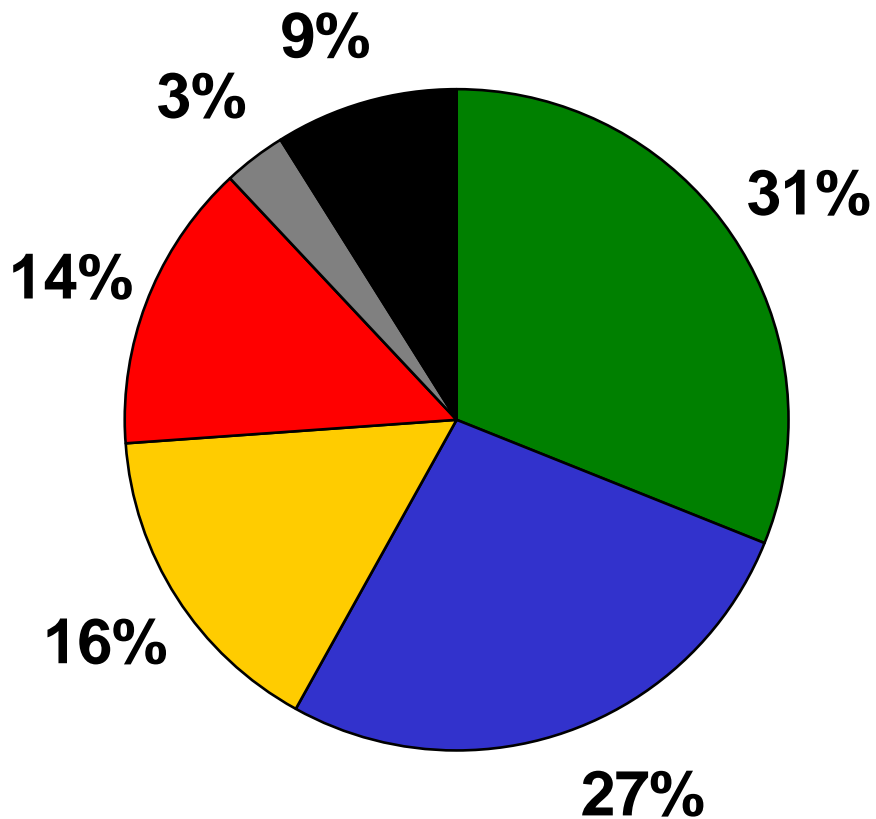
Databases

NAVSUP One-Touch
Support (OTS)
RRAM
DAAS UIC Inquiry
AORS
DFAS Vendor Pay
NAVICP Home Page
FIMARS
WEBCATS
Navy Asset Availability
SAMMS
DLA MRO Tracking
Sub Logistic Center
S9T Philadelphia
WEBLIPS
Afloat Shopping Guide
TLOAD

GTN
GSA
PD2/SPS
PASSPORT
FLASHPOINT
GATES
VMSIR
LOGISTICS TOOLBOX
JTAV
UADPS (ALL)
DSS (ALL NAVY
SITES)
UPS
USPS

AIRBORNE EXPRESS
DHL
EAGLE AIR
EMERY WORLDWIDE
FEDEX
NATIONAL AIR CARGO
ABF FRIEGHT
JB HUNT
OLD DOMINION
ROADWAY EXPRESS
RPS
VIKING FREIGHT

Subject Report



■ **Asset Availability**

■ **Req Status**

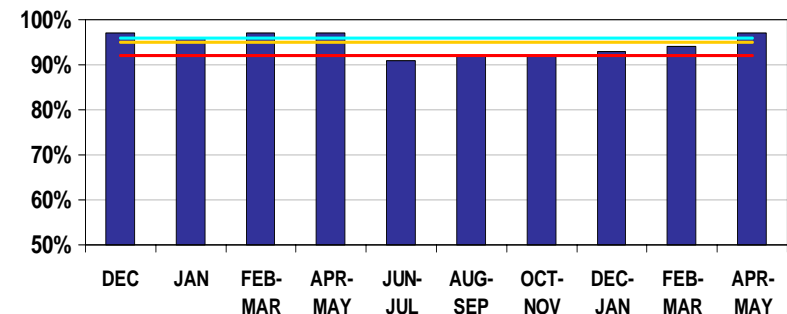
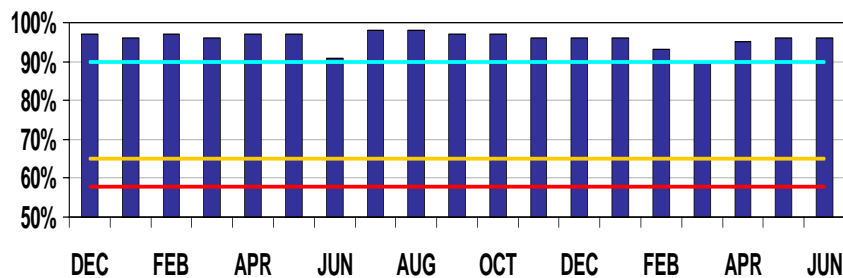
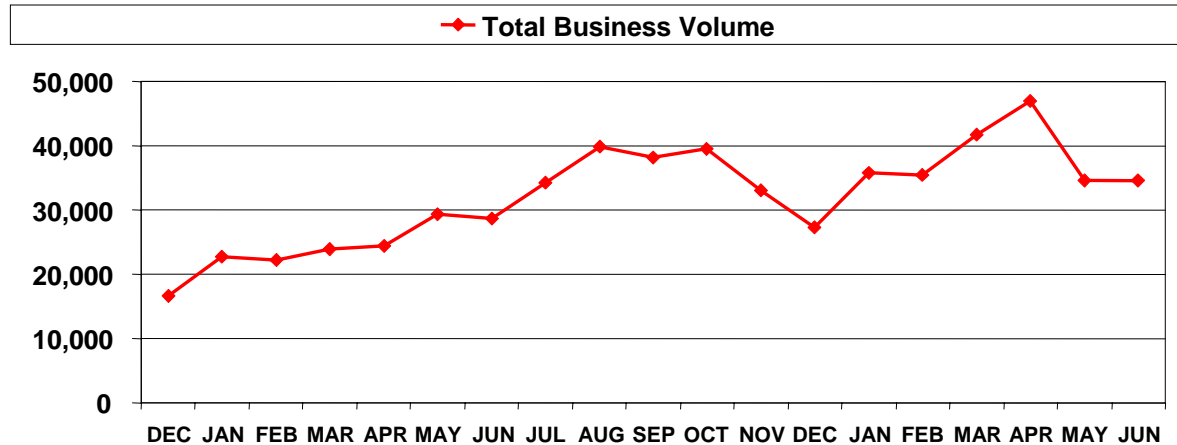
■ **Req Process**

■ **Assistance**

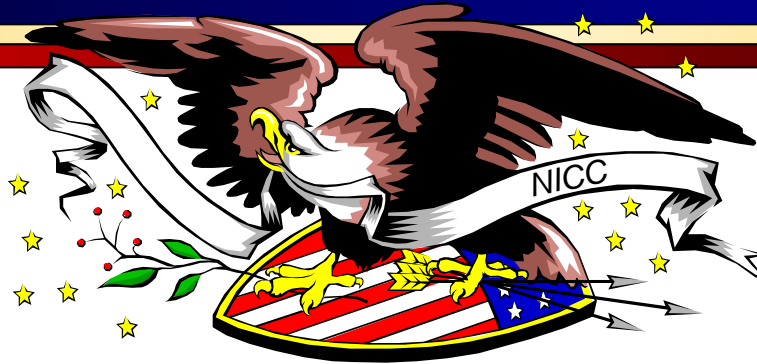
■ **Matl Track/Ship**

■ **Other**

Metrics Sampling



Achievements



Benchmark report designated NICC as World Class Call Center for two years (Apr 00 & 01)

Established Partnerships

- *Limited: NAVSEA, LSC, DPAS, FOSSAC, NEXCOM, SMARTCARD, SPAWAR, and NAVAIR*
- *Call Forwarding: ATM-at-Sea and DLA*

ADM Stan Arthur Award for Logistics Excellence

NAVY INTEGRATED CALL CENTER (NICC)

